

BUSINESS SERVICE ASSISTANT (SPECIALIST)
Final Filing Date: September 12, 2014



PROMOTIONAL

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER - Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.

EXAMINATION BASE DEPARTMENTAL FOR:

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION (CDCR) **including** California Prison Industry Authority (CALPIA)

SUBDIVISIONAL FOR:

CALPIA

WHO SHOULD APPLY **COMPETITION LIMITED TO STATE EMPLOYEES**
Applicants must have a permanent civil service appointment with the subdivision or department listed OR must be: 1) a current or former employee of the Legislature for two or more years as defined in Government Code § 18990; OR 2) a non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code § 18992; OR 3) a person retired from the United States Military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235 and 235.2.

NOTE: Applicants applying under Government Code § 18991 must provide documentation of retirement or honorable discharge from the United States Military.

HOW TO APPLY Submit Examination Application (Std. Form 678)

By mail to: **or** **In person at:**
Department of Corrections and Rehabilitation **Department of Corrections and Rehabilitation**
Office of Workforce Planning **Office of Workforce Planning**
P.O. Box 942883 **1515 S Street, Room 101N**
Sacramento, CA 94283-0001 **Sacramento, CA 95811-7243**
(916) 322-2545 **(916) 322-2545**

If you are personally delivering your application, you must do so between the hours of **8:00 a.m.** and **5:00 p.m.**, Monday through Friday, on or before the final filing date to the same street address as listed above for the Office of Workforce Planning.

NOTE: Only applications with an original signature will be accepted.
NOTE: The wearing of denim or gray sweats on institution grounds is prohibited.

APPLICATION DEADLINE/ REQUIREMENTS **September 12, 2014,** is the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after this date will not be accepted for any reason. All applicants must meet the education and/or experience requirements for this examination by the written test date.

TEST DATE The written test date will be **December 6, 2014.**

SALARY RANGE(S) **As of: July 25, 2014**

Range A: \$2,545 - \$3,188
This range shall apply to incumbents who do not meet the criteria for payment in Range B or Range C.

Range B: \$2,873 – \$3,600
This range shall apply to persons who have satisfactorily completed either: (1) six months of experience performing the duties of a Business Service Assistant (Specialist), Range A, and six semester or nine quarter units of college courses in English, public or business administration, accounting, statistics, or a subject area closely related to the work of a Business Service Assistant (Specialist) as determined by the appointing power; or (2) one year of experience performing duties at a level of responsibility equivalent to Office Technician; or (3) Equivalent to graduation from college, preferably with major work in a field related to business or public administration.

Range C: \$3,111 – \$3,895
This range shall apply to persons who have satisfactorily completed the equivalent of one year of experience performing the duties equivalent to Business Service Assistant (Specialist), Range B.

MINIMUM QUALIFICATIONS **Either I**
One year of experience in the California state service performing duties comparable to those of an Office Assistant (General), Range B, or Management Services Assistant.

Or II
One year of experience in a technical capacity with responsibility for one or a combination of business service activities such as accountability and maintenance of office and industrial equipment, major building maintenance, managing of major commercial properties, or fiscal management and accountability of office and industrial property. [Experience in California state service applied toward this requirement must include one year performing the duties of a class comparable to Office Assistant (General), Range B.]

MINIMUM QUALIFICATIONS (CONTINUED)	<p>Qualifying experience may be combined on a proportionate basis if the requirements stated above include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.</p> <p>OUT-OF-CLASS EXPERIENCE: A “completion of an out-of-class assignment” memorandum, dated within one year of assignment completion, is required to use as out-of-class experience to meet the minimum qualifications for examination purposes. Employees may obtain this documentation from his/her Institutional Personnel Officer/Personnel Liaison. Out-of-class experience without required documentation will not be considered for examination purposes.</p>
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EXAMINATION PLAN	<p>This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the examination. CANDIDATES WHO DO NOT APPEAR FOR THE WRITTEN TEST WILL BE DISQUALIFIED.</p> <p style="text-align: center;">Written Test -- Weighted 100.00%</p> <p>Scope: Emphasis in the examination will be on measuring competitively, relative to job demands, each candidate's:</p> <div><div>A. Knowledge of:</div><div><div>1. English grammar and punctuation.</div><div>2. Principles and practices of public administration.</div><div>3. Financial record keeping.</div><div>4. Office and automotive equipment and supplies.</div></div><div><div>B. Ability to:</div><div><div>1. Communicate effectively.</div><div>2. Learn rapidly.</div><div>3. Follow directions.</div><div>4. Analyze data accurately.</div><div>5. Reason logically.</div><div>6. Maintain the confidence and cooperation of those contacted during the course of work.</div><div>7. Utilize good work habits.</div></div></div></div>
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ELIGIBLE LIST INFORMATION	<p>A departmental promotional eligible list will be established to fill vacancies for CDCR. In addition, a separate subdivisional promotional eligible list will be established to fill vacancies for the subdivision listed above. The list(s) will be abolished 12 months after establishment unless the needs of the service and conditions of the list(s) warrant a change in this period.</p>
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POSITION DESCRIPTION AND LOCATION(S)	<p>A Business Service Assistant (Specialist), while in a trainee capacity, works under close supervision and learns to perform a variety of technical and analytical business service activities. As their skills and abilities develop, incumbents are expected to perform with increasing independence. Fully trained incumbents may, under supervision, independently perform technical business service work of a routine nature in a variety of functions; assist in the performance of more difficult and complex technical and analytical business service work; or be assigned responsibility for one or more of the least complex business service functions which are Equipment and Supplies Management, Support Services and Building Maintenance.</p> <p>(Analytical business service work performed at this level is described as that which would otherwise be appropriate for a Management Services Technician.)</p> <p>Positions at this level are nonsupervisory but may serve as lead over lower level clerical and other staff. Positions are permanently allocated to this class when the major portion of the duties do not include independent responsibility for the more difficult and complex assignments found at the Business Service Officer I (Specialist) level.</p> <p>Positions exist statewide with CDCR and CALPIA.</p>
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SPECIAL TESTING ARRANGEMENTS	<p>If you have a disability and need special testing arrangements, mark the appropriate box on the “Examination Application.” You will be contacted to make specific arrangements.</p>
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VETERANS' PREFERENCE/ CAREER CREDITS	<p>Veterans' Preference and career credits are not granted in promotional examinations.</p>
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GENERAL INFORMATION

It is the candidate's responsibility to contact CDCR's Office of Workforce Planning at (916) 322-2545 five days prior to the written test date if he/she has not received his/her notice.

Applications are available at CDCR offices, California Department of Human Resources (CalHR) offices, local offices of the Employment Development Department, and online at <http://jobs.ca.gov/Profile/StateApplication>.

The Department of Corrections and Rehabilitation reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned changed. Such revisions will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: If this examination requires a written test and/or oral interview, they will be scheduled throughout the State at the correctional institutions, youth facilities, and/or parole regions. However, locations of the written test and/or oral interview may be limited or extended as conditions change.

GENERAL INFORMATION
(CONTINUED)

Eligible Lists: Eligible lists established by a competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional; 2) departmental promotional; 3) multidepartmental promotional; 4) servicewide promotional; 5) departmental open; 6) open. When there are two lists of the same kind, the older must be used first.

If you meet the requirements stated in this bulletin, you may take this examination. Possession of the entrance requirement(s) does not assure success in the examination or placement on the employment list. All candidates who pass the examination described in this bulletin will be ranked according to their scores.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination and fingerprinting may be required. In open examinations, an investigation may be made of employment records and personal history.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES WILL BE HIRED

FOR CURRENT CDCR TESTING INFORMATION CALL (916) 322-2545
Telecommunications Relay Service (TRS): DIAL 7-1-1
www.cdcr.ca.gov

THIS CANCELS AND SUPERSEDES ALL PREVIOUSLY ISSUED BULLETINS